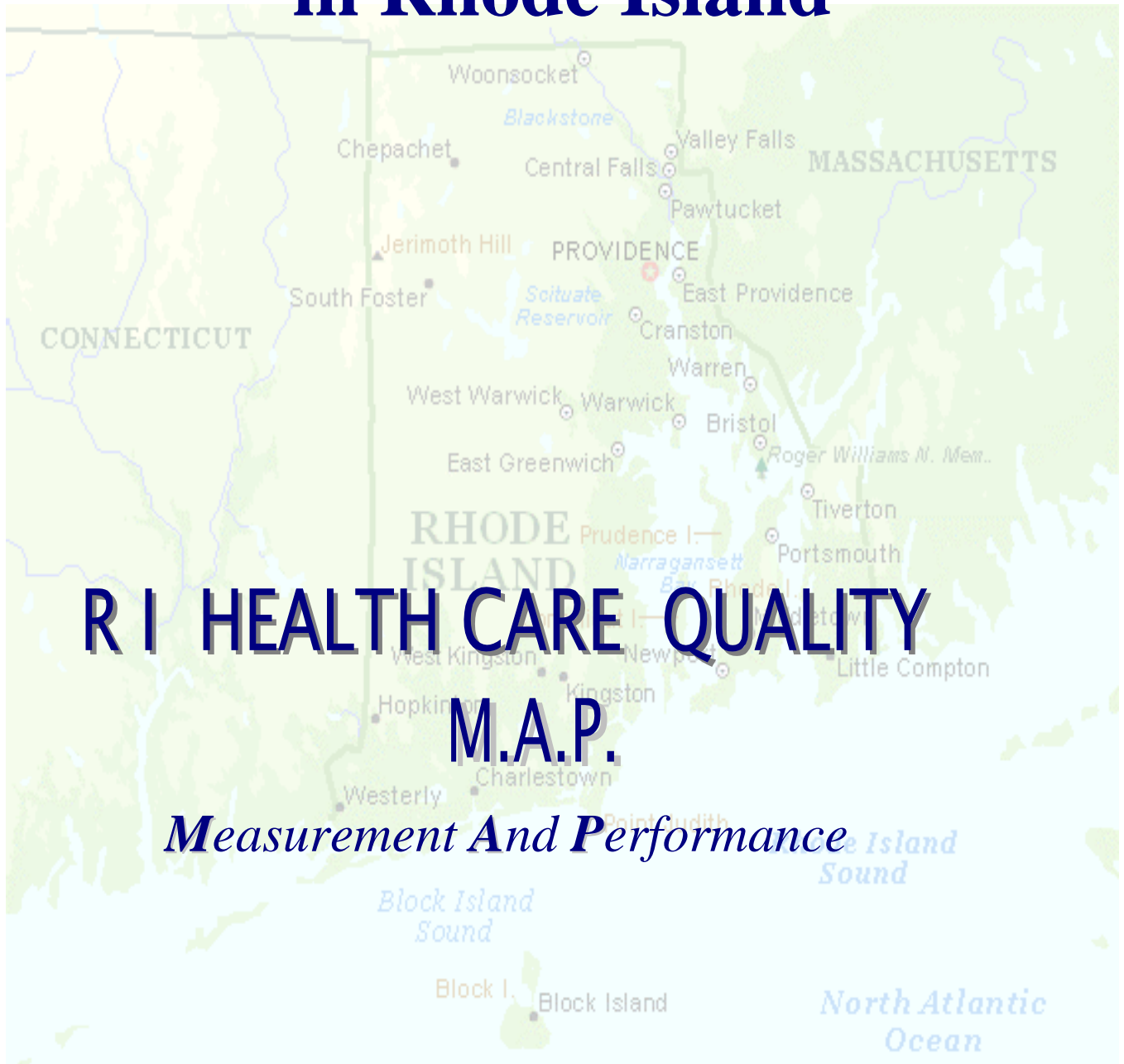


# A Report of Patient Satisfaction with Hospital Care in Rhode Island



**Fall 2001**



RI Department of Health

HARI

Hospital Association of RI

November 2001

Dear Rhode Islander,

The Rhode Island Health Quality Performance Measurement and Reporting Program was created to promote improvement in health care through public reporting of information about health care in Rhode Island. This report on hospital patient satisfaction will be followed by reports on other measures of quality for hospitals, nursing homes, home care agencies, and other licensed health care facilities.

A 1998 Rhode Island law created this program. Since then, we have worked to establish a process to improve health care in our state. We have gained national attention because of the many groups that are participating in these efforts. Representatives from the Rhode Island Department of Health, the Hospital Association of Rhode Island, individual hospitals, physician groups, insurers, consumer groups and other interested parties have worked together to develop the program.

We thank the thousands of patients who responded to a statewide patient satisfaction survey after they came home from a hospital in Rhode Island. Based on their experiences, and with the help of an independent survey research firm, we have compiled a report that we hope will be informative and useful to you, the consumer. This information also will be used to help hospitals continue to improve care.

The health care system is an important part of our state's future. We are working constantly to help create a better system and ensure the best quality of care for all.

Sincerely,

*Patricia A. Nolan, MD, MPH*

Patricia Nolan, MD  
Director  
RI Department of Health

*Edward J. Quinlan*

Edward J. Quinlan  
President  
Hospital Association of RI

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## What does this report tell you?

A 1998 Rhode Island law requires the collection and public reporting of information on patient satisfaction and other measures of health care quality in Rhode Island. Hospitals have cooperated in this process and have joined together with the Health Department and community groups to create this statewide report on hospital patient satisfaction.

The goal of this report is to promote quality in the state's health care system. A survey of patient satisfaction is one way to measure hospital quality.

This report describes what patients say about their experiences with hospitals in Rhode Island. The survey information comes from patients in 11 general hospitals and 2 specialty hospitals — one that provides only rehabilitation services, and one that provides only psychiatric services.

Hospitals are using the information in this report to improve care.

This report is important to Rhode Islanders because:

- Rhode Islanders value a health care system that they can trust.
- Patients and their families want to receive good care.
- People like to know what others have to say about their hospital experiences.

## Who conducted the survey?

An independent survey company, Press Ganey (formerly Parkside Associates, Inc.), carried out the statewide survey. The Hospital Association of Rhode Island, together with others, selected this company in an open and public process. Participating organizations included the Rhode Island Department of Health and representatives from hospitals in Rhode Island, consumer groups, insurers, the academic and health care community in Rhode Island, as well as national experts.

The survey company supervised all parts of the survey to be sure that the information is accurate and that this report compares hospitals fairly.

- Patients received surveys within two weeks after leaving the hospital.
- Patients could request a Spanish language version of the survey by calling the Department of Health.
- Patients mailed completed surveys back to Press Ganey to tally the results.

## Hospital services included in this report

### **Butler Hospital**

*Services: Psychiatric*  
345 Blackstone Boulevard  
Providence, RI 02906  
401- 455-6200  
[www.butler.org](http://www.butler.org)

### **Kent County Memorial Hospital**

*Services: Medical, Surgical, Obstetrical*  
455 Toll Gate Road  
Warwick, RI 02886  
401-737-7000  
[www.kenthospital.org](http://www.kenthospital.org)

### **Landmark Medical Center**

*Services: Medical, Surgical, Obstetrical*  
115 Cass Avenue  
Woonsocket, RI 02895  
401-769-4100  
[www.landmarkmedical.org](http://www.landmarkmedical.org)

### **Memorial Hospital of RI**

*Services: Medical, Surgical, Obstetrical*  
111 Brewster Street  
Pawtucket, RI 02860  
401-729-2000  
[www.mhri.org](http://www.mhri.org)

### **The Miriam Hospital**

*Services: Medical, Surgical*  
164 Summit Avenue  
Providence, RI 02906  
401-793-2500  
[www.miriamhospital.org](http://www.miriamhospital.org)

### **Newport Hospital**

*Services: Medical, Surgical, Obstetrical*  
11 Friendship Street  
Newport, RI 02840  
401-846-6400  
[www.newporthospital.org](http://www.newporthospital.org)

### **Our Lady of Fatima Hospital**

*Services: Medical, Surgical*  
200 High Service Avenue  
North Providence, RI 02908  
401-456-3000  
[www.saintjosephri.com](http://www.saintjosephri.com)

### **Rehabilitation Hospital of RI**

*Services: Rehabilitation*  
116 Eddie Dowling Highway  
North Smithfield, RI  
401-766-0800  
[www.rhri.net](http://www.rhri.net)

### **Rhode Island Hospital**

*Services: Medical, Surgical*  
593 Eddy Street  
Providence, RI 02903  
401-444-4000  
[www.rhodeislandhospital.org](http://www.rhodeislandhospital.org)

### **Roger Williams Medical Center**

*Services: Medical, Surgical*  
825 Chalkstone Avenue  
Providence, RI 02908  
401-456-2000  
[www.rwmc.com](http://www.rwmc.com)

### **South County Hospital**

*Services: Medical, Surgical, Obstetrical*  
100 Kenyon Avenue  
Wakefield, RI 02879  
401-782-8000  
[www.schospital.com](http://www.schospital.com)

### **Westerly Hospital**

*Services: Medical, Surgical, Obstetrical*  
25 Wells Street  
Westerly, RI 02891  
401-596-6000  
[www.westerlyhospital.com](http://www.westerlyhospital.com)

### **Women & Infants Hospital of RI**

*Services: Medical, Surgical, Obstetrical*  
101 Dudley Street  
Providence, RI 02905  
401-274-1100  
[www.womenandinfants.com](http://www.womenandinfants.com)

## Which patients completed the survey?

The surveys were given to patients who were discharged from three types of hospitals in Rhode Island: general, rehabilitation, and psychiatric. Press Ganey selected a scientific, random sample of patients from each type of hospital. An equal number of patients were selected for each hospital service included in this report. To be selected in the survey, patients had to be:

- Adults (age 18 and older)
- Admitted for at least a one night stay in the hospital
- Discharged from the hospital between April 2001 through June 2001
- Discharged to a personal residence

A total of 8,191 patients from 13 hospitals were sent the survey, and 3,384 patients completed it. The total number of patients from each hospital depended on the number of services included for each hospital. Here is a picture of all patients who completed the survey.

Gender	Age	Insurance Coverage	Race/Ethnicity
65% female	42% under age 65	39% Medicare	95% white
35% male	58% age 65 or older	7% Medicaid	5% non-white
		54% other coverage	

## How can this report help you?

This report gives Rhode Islanders information about care received in hospitals. Here are some ways you can use this information.

- Think about the hospitals you or a family member would use if you needed to go to the hospital, and see how patients rated those hospitals.
- Think about what matters most when you or a family member has to stay in the hospital, and see how patients rated those topics at different hospitals.
- If you or a family member needs to go to the hospital, talk with your doctor about the report.
- Keep this report as a reference for you and your family members.

## What kinds of questions were asked on the survey?

Patients who were discharged from hospitals in Rhode Island answered 67 questions about their most recent hospital stay. The questions are grouped into different topics. For example, listed below is a sample of three survey questions under the topic of Nursing Care. Sample survey questions are shown for each topic in the survey.

These questions were asked for the general and rehabilitation hospitals. A different set of questions was asked of patients from the psychiatric hospital (see examples on page 15).

### Patient Care – sample questions from the survey

#### Nursing Care

- Did the nursing staff call you by name?
- Did you receive your medications in a timely manner?
- When you used your call button, were you answered promptly?

#### Physician Care

- Did your physician adequately explain your diagnosis and treatment to you?
- Were you adequately involved in decisions affecting your care?
- How would you rate the courtesy of your physician?

#### Treatment Results

- Were you satisfied with how well your pain was controlled?
- Did the hospital staff prepare you to manage your care at home?
- Did you feel that your condition improved as much as expected?

#### Patient Education

- Did someone clearly explain the purpose of your medications?
- Were you told about medication side effects to watch for when you went home?
- Were you told when you could go back to normal activities such as driving and working?

## **Support Services - sample questions from the survey**

### Comfort and Cleanliness

- How would you rate the cleanliness of your room?
- How would you rate the cleanliness of the hospital in general?
- How would you rate the temperature and ventilation of your room?

### Admitting

- If your stay was pre-arranged, was the hospital ready for you?
- Did the admitting personnel take the time to answer your questions?
- Was the wait time during admission acceptable?

### Support Staff Courtesy

Please rate the courtesy of the support staff involved in your care:

- |                             |                               |
|-----------------------------|-------------------------------|
| • People who drew blood     | • Social workers              |
| • X-Ray/Radiology personnel | • Physical therapists         |
| • Volunteers                | • Chaplain                    |
| • Escort personnel          | • Hospital telephone operator |

### Food Service

- How would you rate the flavor of the food?
- How would you rate the menu choices?
- How would you rate the timeliness of meal delivery?

## **Additional Ratings from the survey**

### Patient Loyalty

- Would you return to this hospital for your medical care?
- Would you recommend this hospital to your friends or family?
- What is your overall opinion of the quality of care received?

### Overall Patient Experience

This rating combines the patient care and support services questions in the survey into one score.



## How were the hospital ratings determined?

- First, patients from each hospital answered the questions on a mailed survey.
- Next, the answers for each patient were combined for each topic (e.g., nursing care).
- Then, the answers of all patients from each hospital were combined to give that hospital a rating for each topic. Only ratings made by at least 40 patients were reported.
- Finally, each hospital rating for each topic was compared to a national average score.

## How do I read the ratings in this report?

Hospital ratings are grouped by the type of service within a hospital received by a patient:

- General Hospital: Surgical, Medical, or Obstetrical Services
- Specialty Hospital: Rehabilitation Hospital or Psychiatric Hospital

For each topic, each hospital was given a rating of 1, 2, or 3 diamonds. The number of diamonds tells you how each hospital's score compares to a **national average score** for that topic. The **national average score** is the average of the hospital scores given by patients who received similar types of services from a group of hospitals across the country that use the same survey.

- **Three diamonds** were given to a hospital if that hospital's score was approximately in the **top 16%** of the national hospital scores and there is great statistical confidence that the hospital's score was **above** a national average score for that topic.
- **Two diamonds** were given to a hospital if that hospital's score was in the **middle two-thirds (68%)** of the national hospital scores or the hospital's score was not statistically different, that is, the hospital's score was **about the same as** a national average score for that topic.
- **One diamond** was given to a hospital if that hospital's score was approximately in the **bottom 16%** of the national hospital scores and there is great statistical confidence that the hospital's score was below a national average score for that topic.

In the charts on the following pages:

- |     |   |
|-----|---|
| ◆◆◆ | Tells you patients rated the hospital <b>above</b> a national average score             |
| ◆◆  | Tells you patients rated the hospital <b>about the same</b> as a national average score |
| ◆   | Tells you patients rated the hospital <b>below</b> a national average score             |

The diamonds do not tell you if one hospital in Rhode Island is different from another hospital in Rhode Island, but how each hospital in Rhode Island compares to a group of hospitals nationally that used the same survey.

See the **Technical Report** available at the Rhode Island Department of Health web site, [www.healthri.org](http://www.healthri.org), for more detailed information on the ratings and the statistical tests.

## Tips on reading the hospital ratings

On the charts on the following pages, you will see the hospitals listed **across the top**. You will see the topics that were rated by patients **down the side**.

To see how different hospitals compare in the ratings of Nursing Care, read **across** the *Nursing Care* row.

To see how all of the hospitals in Rhode Island compare to a national average score for each topic, read **down** the column, *Hospitals in Rhode Island*.

To see how Hospital C rates on all the topics in the survey, read **down** the *Hospital C* column.

Topic	Hospitals in Rhode Island	Hospital A	Hospital B	Hospital C
Patient Care				
Nursing Care	♦♦	♦♦	♦♦	♦♦
Physician Care	♦♦	♦	♦♦	♦♦♦
Treatment Results	♦♦♦	♦	♦	♦
Patient Education	♦♦♦	♦	♦♦♦	♦♦

**Hospitals in Rhode Island** were rated **above** a national average score on Patient Education.

**Hospital A** in Rhode Island was rated **below** a national average score on Treatment Results.

**Hospital C** in Rhode Island was rated **about the same** as a national average score on Patient Education.

Turn the page to see the patient ratings of the hospitals.

Surgical Service Ratings by Patients

The Surgical Service Ratings on these two pages were given by patients who stayed overnight in the hospital under the care of a surgeon. They may have had an operation such as gall bladder removal, back surgery, prostate surgery, hip or knee repair, or breast surgery, for example.

General hospitals in Rhode Island that provide surgical services to adults are included.

This chart compares each hospital’s ratings to a national average score for 128 hospitals with surgical services.

- ◆◆◆ above a national average score
- ◆◆ about the same as a national average score
- ◆ below a national average score
- NR = Not Reported (less than 40 patients responded)

Topic	Hospitals in Rhode Island	Kent County Memorial Hospital	Landmark Medical Center	Memorial Hospital of RI	The Miriam Hospital	Newport Hospital	Our Lady of Fatima Hospital	Rhode Island Hospital	Roger Williams Medical Center	South County Hospital	Westerly Hospital	Women & Infants Hospital	Topic
Patient Care													Patient Care
Nursing Care	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	NR	◆◆	◆◆	Nursing Care
Physician Care	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	NR	◆◆◆	◆◆◆	Physician Care
Treatment Results	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	NR	◆◆◆	◆◆	Treatment Results
Patient Education	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	NR	◆◆	◆◆	Patient Education
Support Services													Support Services
Comfort/ Cleanliness	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆	◆◆	NR	◆◆◆	◆◆◆	Comfort/ Cleanliness
Admitting	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	NR	◆◆	◆◆	Admitting
Other Staff Courtesy	◆◆	◆◆	◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	NR	◆◆◆	◆◆	Other Staff Courtesy
Food Service	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	NR	◆◆	◆◆◆	Food Service
Additional													Additional
Patient Loyalty	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	NR	◆◆	◆◆	Patient Loyalty
Overall Patient Experience	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆	◆◆	NR	◆◆◆	◆◆◆	Overall Patient Experience

Medical Service Ratings by Patients

The Medical Service Ratings on these two pages are from patients who received hospital care for conditions such as heart disease, lung disease, cancer, diabetes or ulcers, for example.

General hospitals in Rhode Island that provide medical services to adults are included.

This chart compares each hospital’s ratings to a national average score for 149 hospitals with medical services.

- ◆◆◆ above a national average score
- ◆◆ about the same as a national average score
- ◆ below a national average score

Topic	Hospitals in Rhode Island	Kent County Memorial Hospital	Landmark Medical Center	Memorial Hospital of RI	The Miriam Hospital	Newport Hospital	Our Lady of Fatima Hospital	Rhode Island Hospital	Roger Williams Medical Center	South County Hospital	Westerly Hospital	Women & Infants Hospital	Topic
Patient Care													Patient Care
Nursing Care	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	Nursing Care
Physician Care	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	Physician Care
Treatment Results	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	Treatment Results
Patient Education	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	Patient Education
Support Services													Support Services
Comfort/ Cleanliness	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	Comfort/ Cleanliness
Admitting	◆	◆	◆	◆	◆◆	◆◆	◆	◆	◆	◆◆	◆◆	◆◆	Admitting
Other Staff Courtesy	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	Other Staff Courtesy
Food Service	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	Food Service
Additional													Additional
Patient Loyalty	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	Patient Loyalty
Overall Patient Experience	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	Overall Patient Experience

Obstetrical Service Ratings by Patients

The Obstetrical Service Ratings on these two pages are from patients who received care before, during and after the birth of a child.

General hospitals in Rhode Island that provide obstetrical services to adults are included.

This chart compares each hospital’s ratings to a national average score for 179 hospitals with obstetrical services.

- ◆◆◆ above a national average score
- ◆◆ about the same as a national average score
- ◆ below a national average score

Topic	Hospitals in Rhode Island	Kent County Memorial Hospital	Landmark Medical Center	Memorial Hospital of RI	Newport Hospital	South County Hospital	Westerly Hospital	Women & Infants Hospital	Topic
Patient Care					Patient Care				
Nursing Care	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆	Nursing Care
Physician Care	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	Physician Care
Treatment Results	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	Treatment Results
Patient Education	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	Patient Education
Support Services					Support Services				
Comfort/ Cleanliness	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆	Comfort/ Cleanliness
Admitting	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆	Admitting
Other Staff Courtesy	◆◆	◆◆	◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆	Other Staff Courtesy
Food Service	◆◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	Food Service
Additional					Additional				
Patient Loyalty	◆◆	◆◆	◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆	Patient Loyalty
Overall Patient Experience	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	Overall Patient Experience

# Rehabilitation Hospital Ratings by Patients

The Rehabilitation Hospital Ratings on this page were given by patients who stayed in a hospital that provides only rehabilitation services. These services include physical, speech, and occupational therapy to help patients return to their normal activities after an illness or accident.

This survey does not include rehabilitation units located within general hospitals in Rhode Island.

Topic	Rehabilitation Hospital of RI
Patient Care	
Nursing Care	◆
Physician Care	◆◆
Treatment Results	◆◆
Patient Education	◆◆
Support Services	
Comfort/ Cleanliness	◆◆
Admitting	◆◆
Other Staff Courtesy	◆◆
Food Service	◆◆◆
Additional	
Patient Loyalty	◆◆
Overall Patient Experience	◆◆

This chart compares each hospital's ratings to a national average score for 55 rehabilitation hospitals and services.

- ◆◆◆ **above** a national average score
- ◆◆ **about the same** as a national average score
- ◆ **below** a national average score

# Psychiatric Hospital Ratings by Patients

The Psychiatric Hospital Ratings on this page were given by patients who stayed at a freestanding psychiatric hospital. The survey was given to all patients at the time of discharge. They were asked to return it to the survey company. This psychiatric hospital is compared to a national average of other psychiatric hospitals and services.

The survey does not include psychiatric units located within general hospitals in Rhode Island.

Topic	Butler Hospital	Examples of Psychiatric Hospital Survey Questions
Program Staff	◆ ◆	Were the staff available when you asked them to talk? Did the staff treat you with respect? Were you comfortable sharing personal concerns with staff?
Psychiatric Care	◆ ◆	Was talking with your psychiatrist helpful? Were you adequately involved with decisions affecting your care?
Hospital Program	◆	Was the orientation to the hospital program adequate? Did the program schedule and treatment meet your needs?
Treatment Results	◆ ◆	Did coming to this hospital program make you feel better? Did you feel prepared when discharged from the hospital program?
Patient Education	◆ ◆	Did the hospital staff prepare you to care for yourself at home? Did staff explain treatment in a way you could understand? Did staff help you learn about available community resources?
Non-Medical Services	◆ ◆	How would you rate the cleanliness of your room? How would you rate the menu choices for meals? How would you rate the discharge (returning home) process?
Additional		
Patient Loyalty	◆ ◆ ◆	These questions ask about patient's willingness to return to or to recommend a hospital to family or friends, and overall quality.
Overall Patient Experience	◆ ◆	All the medical and support service questions in the survey are combined into one overall score.

This chart compares each hospital's ratings to a national average score for 64 psychiatric hospitals and services.

- ◆ ◆ ◆ **above** a national average score
- ◆ ◆ **about the same** as a national average score
- ◆ **below** a national average score



## How can I get more information?

You may want more information about the hospitals or the report. This page tells you how to find answers to your questions.

### To learn about hospitals in Rhode Island

If you would like to learn more about any of the hospitals in this report, go to **page 2** to see a listing of the hospitals. You can find the name of the hospital, where it is located, the phone number and web site address. Use this information to contact any of the hospitals. Also, you may contact the Hospital Association of Rhode Island (HARI) at 401-274-4274 or visit the web site: [www.hari.org](http://www.hari.org).

### To learn about this report

This report is available to everyone in Rhode Island, and anyone can get a copy of the report. If you or someone you know would like a copy of this report, call the Rhode Island Department of Health at 401-222-2550 and ask for the report on the hospital patient satisfaction survey. Also, you can find this report on the Rhode Island Department of Health web site: [www.healthri.org](http://www.healthri.org).

Here are some organizations ready to help you better understand the report.

- For a copy of the [Technical Report with details about the survey process and ratings](#), contact: Rhode Island Department of Health at 401-222-2550, or you can view it on the web site at [www.healthri.org](http://www.healthri.org).
- For information or questions about the contents of this report, contact: Hospital Association of Rhode Island (HARI) at 401-274-4274 or visit the web site at [www.hari.org](http://www.hari.org).
- For help in reading or understanding the report, contact: Aging 2000 at 401-521-7930
- For language translation help, contact: International Institute at 401-461-5940  
Office of Minority Health at 401-222-2901
- For more information about the 1998 law on public reporting for health care facilities, contact: Rhode Island Department of Health at 401-222-2550  
Rhode Island State Government at [www.rilin.state.ri.us/Statutes/TITLE23/23-17-17/INDEX.HTM](http://www.rilin.state.ri.us/Statutes/TITLE23/23-17-17/INDEX.HTM).

### To learn about other health care facilities in Rhode Island

Over the next months and years, the Department of Health will report information on medical care in hospitals, and on patient satisfaction and medical care in nursing homes, home health agencies, and other health care facilities. These reports will be made available to all Rhode Islanders. For current reports, call the Department of Health at 401-222-2550 or visit the web site at [www.healthri.org](http://www.healthri.org).



# Acknowledgements

Many organizations helped to make this project a reality. A special thanks to the many Rhode Islanders who so generously took the time to voluntarily complete the Hospital Patient Survey. Appreciation is given to those groups and individuals that assisted in the development of the patient survey and this report on what patients say about hospitals in Rhode Island.

## Community Organizations Government Agencies

Aging 2000	Office of Lieutenant Governor, Charles J. Fogarty
Cranston Senior Center	Rhode Island Department of Elderly Affairs
International Institute	Rhode Island Department of Health (HEALTH)
Ocean State Action	Rhode Island Office of Minority Health
Westminster Senior Center	Rhode Island Office of Vital Statistics

## Health Care Organizations Quality Improvement Organizations

13 participating hospitals (see listing on page 2)	Qualidigm® (Connecticut Peer Review Organization)
Hospital Association of Rhode Island (HARI)	Rhode Island Quality Partners (RIQP)

## Survey Research Company

Press Ganey (formerly Parkside Associates, Inc.)

## Rhode Island Consumers

Over 40 Rhode Island consumers took time to participate in interviews or a focus group to test the format of this report before it was prepared for printing.

## Rhode Island

## Health Quality Performance Measurement and Reporting Program

Steering Committee  
Hospital Measures Subcommittee  
Public Release Work Group

*A special thank you to the many patients who took time to complete the survey questionnaire and share their experiences after they came home from the hospital.*

